

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

PREMIUM FORWARDING SERVICE

Docket No. MC2007-3

**NOTICE OF THE UNITED STATES POSTAL SERVICE
OF FILING WITNESS HOPE'S RESPONSES TO INTERROGATORIES
FROM THE OFFICE OF THE CONSUMER ADVOCATE
OCA/USPS-T1-1-4, 6
(August 24, 2007)**

The United States Postal Service hereby provides the responses of witness Laraine Hope to the following interrogatories of the Postal Regulatory Commission's Office of the Consumer Advocate (OCA): OCA/USPS-T1-1-4, 6, filed on August 10, 2007. Interrogatory OCA/USPS-T1-5 was redirected to witness Dawson.

Each interrogatory is stated verbatim and followed by the response:

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking

Kenneth N. Hollies
Attorney

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
(202) 268-3083; Fax -3084
khollies@usps.gov

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

OCA/USPS-T1-1:

The following interrogatory refers to your testimony at page 4. You state: "Standard Mail[®] parcels that do not require a scan or signature at delivery...." Please refer to the Signature Confirmation fee schedule 949.¹ Please explain under what circumstance Standard Mail parcels would require a signature at delivery.

RESPONSE:

No Standard Mail parcels now require a signature at delivery. The quoted sentence could have read, "Standard Mail[®] parcels that do not require a scan at delivery..."

¹

See also,
<http://www.usps.com/send/waystosendmail/extraservices/signatureconfirmationservice.htm>

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

OCA/USPS-T1-2:

At page 4 of your testimony, you refer to the weekly Priority Mail shipment sent to customers using the Premium Forwarding Service (PFS). Are all PFS shipments being sent to clients on Wednesday? If not, please fully explain why not and provide the day(s) of the week PFS shipments are made and for each day identified, provide the percent of total USPS PFS weekly volume sent on that day.

RESPONSE:

Current policy continues to identify Wednesday as the sole weekly PFS reshipment day.

Policy cannot, however, constrain the wide variety of circumstances that a delivery unit may face, so I expect that some PFS shipments occurred on other days.

I am aware of one system-wide anomaly: prior to the July 4th holiday this year, I was contacted by one Postmaster who was unsure when PFS reshipments should be dispatched because this national holiday fell on a Wednesday. I instructed him to use his best judgment given local staffing and that the reshipment could be made either on July 3rd or July 5th (*i.e.*, Tuesday or Thursday).

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

OCA/USPS-T1-3:

In your testimony you discuss a qualitative survey of PFS customers, lines 19-20 at 9. You also provide a copy of the survey instrument and discuss the results.

- a. Please provide the underlying statistical justification including relevant calculations for the use of 1,007 surveys and the expected statistical reliability.
- b. Please indicate the degree to which the 205 completed surveys are statistically reliable and representative of the universe of PFS customers.
- c. Please comment on the response rate and provide any information you have to explain why only 205 of 1,007 questionnaires received responses.

RESPONSE:

a-c. This survey was not designed for statistical reliability, which is implicit in my description of it as “qualitative”. All survey respondents volunteered an e-mail address; as such they are self-selected and not representative of all PFS customers. All surveys do not need statistical reliability to generate useful information. The purpose of the qualitative PFS customer survey “was to focus future research efforts.” (Third Semiannual Data Collection Report (Q1-Q2 FY 2007), part 5, page 3.)

The survey generated insights and identified areas we may explore in the future through quantitative research. The survey elicited comments and suggestions for PFS that, together with other qualitative information, help me manage the PFS program. The 1007 surveys distributed and 205 completed strike me as sufficient to capture a broad range of customer feedback regarding PFS.

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

OCA/USPS-T1-4:

In your testimony you discuss a qualitative survey of PFS customers, lines 19-20 at 9. You also provide a copy of the survey instrument and discuss the results.

- a. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 2.
- b. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for each of the parts of question 3.
- c. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 5.
- d. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for each of the parts of question 6.
- e. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 7.
- f. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 12.
- g. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 13.
- h. Please provide the breakout in terms of number of replies by category (e.g., excellent, very good, etc) for question 14.
- i. Please provide the written comments received associated with questions 4, 8, 11, and 15.

RESPONSE:

- a. Question 2:

“Overall, how satisfied are you with Premium Forwarding Service?”

Very Satisfied	132
Somewhat Satisfied	44
Neither satisfied or dissatisfied	8
Somewhat dissatisfied	9
Very dissatisfied	12
Don't Know	0

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

b. Question 3:

“How would you rate the following aspects of the Premium Forwarding Service *enrollment process*?”

Clarity of enrollment instructions

Excellent	60
Very Good	78
Good	39
Fair	18
Poor	6

Ease of enrolling

Excellent	55
Very Good	72
Good	43
Fair	17
Poor	14

Confidence that enrollment has been recorded correctly by USPS

Excellent	61
Very Good	85
Good	24
Fair	22
Poor	10

\$10 enrollment fee

Excellent	36
Very Good	40
Good	60
Fair	32
Poor	32

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO
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Overall enrollment process

Excellent	42
Very Good	80
Good	45
Fair	24
Poor	7

c. Question 5:

“Overall, how satisfied were you with the *delivery of mail to your temporary address* using the U.S. Postal Service Premium Forwarding Service?”

Very Satisfied	114
Somewhat Satisfied	56
Neither satisfied or dissatisfied	4
Somewhat dissatisfied	17
Very dissatisfied	11
Don't Know	0

d. Question 6:

“How would you rate the following aspects of the Premium Forwarding Service *delivery process*?”

Start up of your service in a timely manner

Excellent	114
Very Good	49
Good	19
Fair	9
Poor	13

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

“How would you rate the following aspects of the Premium Forwarding
Service *delivery process*?” (continued):

The time from mailing by the Postal Service to delivery at your temporary address

Excellent	70
Very Good	62
Good	29
Fair	22
Poor	18

Receipt of all of your mail

Excellent	99
Very Good	50
Good	26
Fair	11
Poor	15

Consistent receipt of your mail at the same time each week

Excellent	65
Very Good	50
Good	32
Fair	28
Poor	26

\$10.40 fee for each weekly shipment

Excellent	39
Very Good	43
Good	54
Fair	39
Poor	26

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

e. Question 7:

“Was the Premium Forwarding Service you requested provided in accordance with the service description you received?”

All of the time	94
Most of the time	82
Sometimes	21
Never	4
Don't know	2

f. Question 12:

“How likely are you to recommend U.S. Postal Service Premium Forwarding Service to someone else?”

Very likely	132
Somewhat likely	41
Neither likely nor unlikely	6
Somewhat unlikely	11
Very unlikely	10

g. Question 13:

“If you had the need to temporarily reship your mail again, how likely are you to use U.S. Postal Service Premium Forwarding Service?”

Very likely	144
Somewhat likely	30
Neither likely nor unlikely	6
Somewhat unlikely	7
Very unlikely	11

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

h. Question 14:

“If you could enroll in U.S. Postal Service Premium Forwarding Service via the Internet rather than going to the Post Office, how likely would you be to make use of this option?”

Very likely	122
Somewhat likely	44
Neither likely nor unlikely	13
Somewhat unlikely	7
Very unlikely	14

i. See the Attachment below.

Q4. How would you suggest that the Postal Service could improve *the enrollment process* for Premium Forwarding Service?

1. DO AWAY WITH
2. By enabling the customer to enroll online. Also, the fees are too high.
3. No suggestions. The Agent was very knowledgeable, pleasant and helpful. It was painless and efficient.
4. My local post office didn't know about the service and it took 30 minutes for them to figure out what forms / procedures to use.
5. Seems to me that more than one person should know how to do it - and that one person should be familiar with the requirements. It does not inspire confidence to do the paperwork and then have them ask someone else if it was done correctly. Picked up the paperwork and made 4 copies and brought it in and they said they do not do that anymore - brought in labels I had made up as it was easier than last year when I hand wrote them all - glad I did as they had not mentioned that I should bring them in when I brought in the paperwork. Seems to work pretty well, but the delivery to the other end is not predictable - some weeks it takes 2 days and some weeks it takes 6!! Wide variation!! It is a good service, the glitches just need to be worked out.
6. Very few people know about the service.
7. Our satisfaction with the enrollment process is based on the follow-up service
8. It would make it a lot simpler if the service had some way of making address label to post on the packages. That would make constance of delivery more accurate.
9. Being able to enroll for the service on line would improve the process.
10. Drop the \$10 fee-your paying for the service and thats enough-or a 1 time pay and your done. Forward mail twice a week vs. the 1 time now. What is the advantage to this vs just forwarding your mail?
11. Make certain that more clerks/supervisors within the P.O. Branches are familiar with the service.
12. I had to stand in line for 10 minutes and then the enrollment took at least another 10. I think the \$10.50 weekly fee is just a tad high considering that regular mail forwarding is free.
13. this year my premier forwarding comes in five days instead of two. it is a flight away and shouldn't take that long.
14. Original should be available on-line. Extension should be available on-line. Currently it says you have to go back to your original PO for extension. How stupid is that? My forwarding PO had to send a letter back to home PO with a check to extend and I have no way to know if it worked.
15. 1) better training of the postal cherks, many don't know how to do the forms etc. 2) offer services-extensions, changes

and payment via web site or e-mail, so I don't always have to come to the post office for this service which I use on an ongoing basis 3) train mail carriers to advise each other when they go on vacation etc., as I still get mail delivered by a carrier covering for my regular one when he's on vacation or off work 3)

16. late once by 4 days
17. Maybe put the whole thing on-line, so I can subscribe from your web site.
18. The mail should be bundled up and sent twice a week. Many credit card bills can be paid late because of the one week delay in the present once a week service.
19. WE have had 6 weeks of forwarding mail, the first one took 11 days to arrive as did the second one, the next one took 14 days, the next one 6 days the next one 7 days and the last one was only shipped yesterday so of course it has not arrived. This is much longer on all but the last two than we were told. However it still beats waiting until we get home to get it.
20. I given two different instructions by two different people. It would help if everyone was on the same page regarding the rules.
21. It should get here the same day every week
22. Paperwork is confusing. Does 'Start date' mean when first shipment occurs or when mail is held for first shipment? Does mail wanted shipped on first ship date go on 'Hold'? I have enrolled so many times that the \$10 enrollment fee is frustrating. Why do I have to pay an enrollment fee every time if I use this program every two or three months? I would like to be able to set this up online. The Premium forwarding should include 'Delivery Confirmation' because last week a 'Premium Forwarded' package did not get to me and all the post office can say is that it was shipped on last Wednesday. If you won't include Delivery Confirmation, allow me to purchase it.
23. This last fall when the PFS was to start, mail continued to be delivered to our home. After that was corrected, one weeks mailing had our address and everything in the box was for someone else. After a few more phone calls, that was corrected. Since December, everything has run smoothly. I was told the first problem was because of a substitute, that should never happen regardless of substitute or regular carrier.
24. Better training of postal clerks. The clerk that I dealt with knew very little.
25. put the forms on the internet so you could have filled out and then take to the post office for acceptance
26. sometimes took five days, but usually three. I thought it was supposed to take two days?
27. The enrollment forms are a little ambiguous related to start and stop dates and the hold until pick-up dates at the local PO. Once one knows that our PO does the reship on Wednesdays, it is easier to figure out what ship dates are to be used and how many ship dates to use. It is easy for use to go to our local PO, but on-line application would be easier. As to Q #5, sometimes the staff person doing to forwarding is on vacation, and our delivery is a few days later than normal. This does cause anxiety on our part as to the status of our shipment. The local PM, should exercise more control over this issue.
28. Instructions were unclear and the postal workers--having had very little experience with this service--were not very helpful. Also, I didn't find out until after waiting a whole month for my missing mail that the service is not available at all postal locations, including the one at my university where I needed this service. So clearer instructions and a list of whether the service is available for either the customer/postal workers, or both.
29. In AZ it is impossible to reach the post office by telephone (ALWAYS busy), and visiting the post office takes at least an hour. You take a number and wait a long time before someone helps you. Twice I've had forwarding orders disregarded long before they are supposed to end. The P.O. simply stops forwarding for no reason! So I've stopped using the post office entirely. I can't reach them by phone and can't take so much time to stand in line, so now I just use Fed X and UPS for everything.
30. Train all postal clerks at the Va and Fl post office on this service. Some of them do not know what it is. Provide for enrollment via the Internet
31. I was not advised at signup that I would have to pay additional postage on a package that was supposedly too large to put in the priority mailing box. Should be better explained at signup! What do you need a \$10.00 enrollment fee for? I feel like you are soaking me enough for the forwarding fee! Why heap insult on to injury? You gouged me for over \$200.00 as it is! Maybe the fee should be graduated for the longer term "Snowbirds"?!
32. The service as is worked very well for us.
33. Provide the online enrollment.
34. employees need to be trained better; still questions about filling out "STOP MAIL" yellow form in addition to Premium Forwarding; PFS instructions do not tell you to do it but local PO wants yellow card filled out

35. The latest system is perfect as far as I am concerned.
36. The first time I enrolled (12/2005) no one seemed to know anything about the program. I had to educate practically every postal worker until I finally found a supervisor who was familiar with it. The second enrollment process (12/2006) went much smoother and the postal worker appeared better informed.
37. The post ofc employees were not knowledgable about this service or procedure. The p.o. where I filled out forms did not send the form to the p.o. where my mail is proceeded so much of my mail was sent back to sender because they said they had no forwarding address.
38. Only difficulty I had was some employees not being familiar with the enrollment process.
39. Re-write the instructions as to the beginning and ending dates. This area is confusing to the customer and to the postal employee trying to explain them.
40. Would really like to do this online instead of waiting in line at post office. Not all clerks seem to be familiar with how to fill out the forms.
41. The enrollment process when smoothly but only because I had previously reviewed the information on the USPS Website. Suggest you include a legible copy of the form on the website so people can come prepared with ALL the information required on the form the first time. The photo of the form on the website is barely legible and not usable to prepare information in advance.
42. Reduce the enrollment fee
43. A training program for Postal employees. I seemed to know more about it than most. There was only one employee at my ppost office that was familiar with the program.
44. Available on Internet. Training of employees on its use.
45. If enrollment was possible online it would make the process more user friendly.
46. In my opinion it is a bit too expensive. Be able to delete certain types of mail such as periodicals from being forwarded or at least to have them deferred until other more improtant mail is in for forwarding.
47. Allow enrolling via the internet. Eliminates a trip to the post office.
48. Let patrons enrol on line
49. clearly state instructions
50. NA
51. train employees, have instructions available online for customer viewing, fee too high
52. I liked the old method of leaving a refundable deposit at the local Post Office and they withdrew funds as they forwarded mail twice a week. By leaving enough of a deposit, if you extended your stay, funds would be available for the additional time. I would like to extend for another week and it is awakward to contine with the prepaid amount.
53. make renewal available online or via phone. I have tried to renew mine by phone but told I had to come in person to do so and that is not possible all the time
54. available on line would be helpful, with security though.
55. Allow for on-line enrollment
56. Instructions confusing,employees were helpful
57. The form does not explain clearly what dates you should use. The office that I picked the form up from I had to take back two times before a clerk was available that understood the program. Your employees if they are working the window need to be better trained.
58. It would be helpful if the forwarding address could be changed when we move around as we are mobile some of the time we are not at home.
59. the once per week delivery was to infrequent.
60. You need to have this automated - in other words available for enrollment on line. Bare minimum to extend it should be allowed on line. In this day in age to have to go the post office to accomplish it (when you can have mail holds executed on line) is adding difficulty to what should be an easy process. Bare min. you should be able to extend it (and pay for extention) on line.

61. Training local staff. Each of the two times I have taken the form down to my local post office to enroll, the clerks do not know how to code the service into the register. They end up calling the main post office for instructions, making the enrollment process much longer than necessary.
62. Most post office employees know nothing about this service. I work out of town and every couple of months I am in a different town or state. In June 2006 before I went on a job in Colorado I called the post office to ask about a forwarding service that I was told about. They told me that there was no such service and the only way I could receive my mail was to change my address. A week after I was in Colorado my brother in law sent me the Premium Forwarding Service application that he had told me about so he would not have to bother with sending my mail every couple of weeks. In Colorado I brought the filled out application to the post office and was told I had to personally hand the application in to my local post office. It was three months before I could get back home to start up the service. I am happy with the forwarding service now that I have it set up but getting it started I feel was difficult due to lack of employee Of the Premium Forwarding Service and not being able to get it started while I was out of town.
63. Have postal employees more knowledgeable on the program and more familiar with the registration process.
64. Give us a more felxable ending date
65. The enrollment process is not the problem
66. To have more knowledgeable people at the local post office
67. Postal employees are not familiar with the service and the enrollment process seems cumbersome. Process should be clarified and available online. The cost is a little high. I would use the service for a longer time if the price was lower.
68. The enrollment procees depends on your counter person.. I have a lousy one so enrollment wasn't easy.. The enrollment fee should be charged once at each Post Office and \$10.00 per week is too expensive.. An address change should be able to be done on-line at no extra charge. A lot of seniors travel, they have paid their dues and their taxes, no need to gouge them one more time.. maybe a senior reate would work.
69. Don't let it degenerate as so often happens when a business tries for "new and improved". Always remember that your primary obligation is to expedite mail service to the citizens of this country.
70. It works and works well. What more can I say.
71. Remove the enrollment fee and amortize the cost over a predetermined period.
72. The instruction for putting your stop date for the service is very confusing. The question needs clarification.
73. Some of the employees do not understand the program. Mail during the holidays is very erratic and comes as much as a week late.
74. Have your people at the post dfice better trained to enroll customers. Have a chart to help people calculate the number of weeks the service is required. Eg, How many weeks are there between 12/15 and 5/1?
75. Hire people that know there job and are qualified. also they should speak english and are citizens of this country. We have too many citizens that are out of work and should be given first preferance
76. Eliminate Fee. Ensure paperwork does not get seperated. My mail was not stopped as requested because I failed to prepare toe yellow card - so I was told. This was incorrect. I prepared the yellow card with the application form and everything was checked by the counter clerk..
77. We do not need catalogs forwarded.
78. If all tellers are familiar with what to do, I would continue to let them handle the process. My experience took too long and it caused a long line to form at the window. Only one teller was "open". Someone else besides the teller could of possibly assisted me with the process.
79. Make enrollment available on line.
80. Mailing dates are not clear. I feel that the \$10.00 enrollment is excessive.
81. deliver more promptly
82. Allow for doing the whole thing on line.
83. The presence of both an "end date" and a "last shipment date" (in a greyed out box) is somewhat confusing. Suggest that only start, last ship, and resume dates are used -- all filled in by the applicant. In the box for last shipment date add the words: "must be a wednesday". To end any confusion I have been filling the last ship date even though I am not supposed to!

84. Since it was my first time I did not understand the enrollment form very well but the people at the Post Office were very helpful and the overall process was good.
85. I think \$10 enrollment fee is too much when you pay for the service of forwarding. The mail could be forwarded for free otherwise.
86. Just make sure the postal employees are aware of how the enrollment process works.
87. I think the period of time after your last hold is sent should be the same as a regular hold...30 days after the last forwarding.
88. Allow online processing Also, the start/end dates are somewhat unclear. Even the postal worker was confused by them
89. Do away with the enrollment fee. If revenue is an issue make it part of the cost.
90. I cannot see any way to improve upon this excellent service. My local post office supervisor called personally to go over the details and to tell me what days the mail would be collected and sent. All of my mail has been forwarded regularly and I am very pleased with it. I love the fact that none of the senders know where I am and that address correction requests do not have to be made since I am at a temporary residence for just a couple of months. Great service! and fairly priced in my opinion.
91. One week in was delivered on the following Monday instead of Friday.
92. 1. shorten the form. 2. if return date changes a contact to lengthen the forwarding date.
93. Be able to enroll on-line.
94. Have had no problems,so don't have suggestions for improvement
95. Better instructions for the Postal Workers to use in completing the transaction. Because it isn't used often in smaller communities, there can be some confusion.
96. You could send an e-mail informing the customer that the service was initiated so that the customer would know that the request and payment had been processed. I believe that paying a \$10 enrollment fee as well as paying \$10 per shipment is exorbitant. For this price the time enroute should never be more than two days. A mailing that was sent from my home post office on Wednesday did not arrive until the following Monday on several occasions.
97. would be great if you could do it on line and pay with credit card
98. No suggestions for improvement.
99. Ability to do it all on-line, if the is not already available.
100. Permit enrollment over the web.
101. The service should be available on-line because postal clerks are very confused about the form and not helpful.
102. Your instructions should include approximations of when to start in regard to start and when to stop--figuring when the P.O. will send it out and how long it will take. Fortunately my local post office , MA) was very helpful
103. Allow people to enroll online. Most importantly, make sure that the enrollment is properly recorded and implemented. This service isn't cheap. It is maddening to spend a bunch of time at a post office setting this up and paying a lot of money, only to have it not work for weeks on end.
104. being able to enroll on line from usps.com Other comment-- sometimes not often a piece or two of mail misses a delivery and it always seems to be a time sensitive invoice and I get a late charge from the vendor... other wise everything is great...
105. Reduce weekly fee of \$10 by half. Ship twice per week. It used to be free but service was unpredictable.
106. once I have signed up for the service, I would like to be able to sign up again on line and pay by credit card
107. Our mail sometimes does not arrive within the forwarding Priority Mail window of time. I think we should be credited for the charge when that happens.
108. Educate your postmasters to this service. Went to two major post offices before finally finding a veteran employee who was familiar with the program.
109. The regular forwarding service should be adequate. We were not getting everything so we are now paying \$10.40 a week to get things. Forwarding was better when the local mailperson was doing it all. Putting things in a computer someplace other than the local postoffice just made a mess out of it.

110. Train all your postal clerks in the enrollment process
111. I found that contacting the PO receiving the forwarded mail helps it go smoother. Perhaps the form could go to both sending and receiving PO
112. Overall, I am very happy with the service. I can expect to see my mail delivered at the same time each week.
113. I think you should only charge the user "once" for the \$10.00 enrollment fee, not each time the user wants to use the service. A Passport fee is good for several years, why can't this user fee be good for more than one time???, it should be good for at least 5-years. DH.
114. The only bad experience we have had with the forwarding service is that mail was put in our box after the premium forwarding started we were not home for 2 months so we had a mailbox with a few days of mail in it that we did not receive. The post office was kind enough to call us to make sure we knew that a mistake had been made, which we were very appreciative. We love the service but wish we could sign up online.
115. The only problem I encountered was that the postal service desk clerk was unsure of how/what to do -- maybe because it was a new service? So I guess my suggestion would be that the clerks know what's going on . . . Otherwise it was great!
116. Give training to the postal staff so they know what it is
117. Excellent. Compliments to the service clerks in CT handling this so well!!
118. It would be easier if there was no \$10 enrollment fee. I would rather pay like 25 cents or 50 cents more per week. I think that you would recoup the cost. It would make it more worthwhile to do it for a few weeks. I do it pretty long term, and it would cost me more than the 10 dollars, but I could do it in between for short periods of time also.
119. The service was slow in the beginning, but is now very good to excellent.
120. Allow for online enrollment. My post office won't provide forms beforehand. I have to wait in line just to get a form, then go fill it out and then wait in line again to be processed. It's very inefficient. Also, most staff don't know how to fill out the form, so I have to wait for someone who is familiar with it.
121. Allow online application.
122. Be able to do it online.
123. This program has been fantastic! In MI postoffice has done a fantastic job and we are so pleased to get our box each Friday. Last year it was a nightmare just having our mail forwarded to AZ. Even bills did not get here and we only got 1 of 3 gas bills. We just couldn't take the chance this year. But this program although not cheap has been a great thing. And even fun to get those magazines etc. BUT AGAIN IT IS MI WHO TAKES CARE OF IT AND SHE HAS BEEN GREAT!
124. The first time I enrolled my mail was forwarded correctly. The second time the mail was never sent. I should have asked for a refund but didn't. I have not used the forwarding service again.
125. Most Postal Service workers did not know how to do the enrollment without getting help from someone else, or how to fill out the form correctly.
126. I haven't received my forwarded mail for three weeks!!!! Very Poor Service!!!
127. 1. Make it possible to enroll on-line. 2. Enrollment fee for each destination is excessive - there should be 1 enrollment fee for any number of forwarding addresses for a period of service. 3. Most "snowbirds" are on fixed incomes and the cost has severely impacted our winter budget. 4. We are most unhappy!
128. Online enrollment would be better since there is little knowledge at the local PO on how to handle the enrollment.
129. Would love to see the enrollment process available on the USPS website.
130. Train the USPS counter personnel better. Each time I've used the service (7 times now, I believe) NONE of them (anywhere from 1 to 4 on duty at the same time) could correctly compute the cost and did not know to which USPS "accounts" the charges should be entered. Each time it required a supervisor from the back to come out and lead them through the process. And each time no one knew the correct account numbers to use (including the supervisor) and had to search until they remembered where they had written the numbers down from the last time. This delay usually aggravates the customers who are waiting in line behind me...they get angry with both the USPS ...and with me for taking up so much time at the counter. I suggest including the account numbers on the enrollment form so they won't have to search for them. Even though I now have the proper account numbers written down and can tell them. They don't want to take my word for it and so have to search anyway. I am a customer at the and was told I was the first one to use the service there and apparently it is still not used much because the personnel seem to be so unfamiliar with it.

131. Have forms ready to pick up in the Post Office lobby.

132. I would like to do the enrollment over the internet and pay with a credit card.

Q8. How was the description of the service different from the service that you actually received?

1. WAS SUPPOSED TO BE HELD FOR ONE MONTH, WAS DELIVERED TO IN-LAWS AFTER TWO WEEKS. OUR OLD POST OFFICE WOULD ALWAYS HOLD WITHOUT THIS PAID SERVICE. DOESN'T SEEM RIGHT.
2. 2 out of 7/8 weeks, the mail was received late.
3. I do not think it was different.
4. 1) I was still receiving mail at my home and at the forwarding address. 2) I paid for 12 months of the Premium Forwarding Service yet only received 1.5 months which the USPS decided to cancel with no direction on my part 3) Because I'm working out of state I haven't been able to visit my local post office where I paid to get my money back
5. The delivery date at the forwarding address is not consistent
6. Didn't arrive in a timely manner each week. One week we didn't get the mail until the following week.
7. mail arrival time is variable. Mail is still being delivered to address that was to be forwarded.
8. On several occasions mail we expected to see on Friday were delivered on Monday.
9. Last summer we missed our package for over a week. When we checked on it, the package had been sent, but it took two weeks for it to be delivered. This week our package was put in the package box with another person's mail. Luckily that person knew us and brought us our Premium Package. Otherwise, we might have waited a week for this package. I think the person who delivers our mail is an independence contractor and that may be the problem.
10. The first delivery took almost 2 weeks to receive my first package. My main complaint is the irregularity in delivery. Some Fridays, one Saturday and one the following Monday!! I would like to see more consistency in deliveries.
11. not. except for the non guarantee about when i will receive it.
12. 1st week was delivered after 2 weeks. 2nd week and third week delivered two days apart in 3rd week. 4th week OK. It is currently the 7th week and I have only had 6 deliveries. The last one I received on 2/16 and it was well over two weeks since previous. Priority package (sent in mid January from Oregon) was not forwarded at all.
13. many postal clerks don't know how to set this up at the post office days i receive my box of mail varies from friday to monday
14. as I said before, the shipment was 4 days late once. Called local office and they had no record of when it was shipped. For this premium, you should know exactly where it is at all times. Fedex knows/
15. Once it was later than anticipated but upon calling I learned that it was on its way
16. Very inconsistent delivery. Sometimes I'd receive the mail on Friday, sometimes on Saturday, sometimes on Monday.

17. The people in thought it would arrive in 5 to 7 days instead of 11 to 14 days in several cases.
18. In one instance the post office did not start the service for two weeks after it should have started. I had to call them to get the delivery started. Their response was that the paperwork had been delayed to start it. As explained earlier, I did not receive a package last week and now no one knows where it is.
19. The mail was not consistently delivered each Friday. During the Christmas and New Year holidays, the mail took up to 2 weeks to be delivered. Also, some weeks that were not holidays, the mail was delivered on Saturday, not Friday.
20. See #4 for the problems we encountered.
21. I was told that mail would be delivered by Friday of each week. This does not always happen.
22. Our name was not always put on the envelope. The envelopes were not always sent weekly as promised.
23. The forwarding by the local postmaster was flawless. We elected to forward to general delivery in several cities as we travelled. Unfortunately the MAIN post office in a city is not necessarily the branch receiving general delivery mail. The branch receiving general delivery mail should perhaps be defined on your website for each city. For us it would avoid lost mail, as our mail travelled around for two weeks or until we left.
24. arrival day not consistent. The mail was shipped on Wednesday. It sometimes arrived on the following Monday, sometimes on Saturday and once on Friday.
25. See previous remarks- sometimes the staff person assigned to forwarding is on vacation and our mail is not shipped until that individual returns to work, thus delaying our mail and causing anxiety on our part as to where the mail is and is it safe.
26. I was not told that the service was not available at all locations until weeks after I had enrolled.
27. Not always reliable.
28. The first time I requested the service, it was not started until I called (lost the order). The current (second time using the) service is working perfectly.
29. Initial description was pretty skimpy. Wasn't told about having to pay more postage for a package that was SUPPOSEDLY to large for mailing box. I don't think there was any attempt made to put it in a mailing box, just stamped "POSTAGE DUE" and sent it. Had to pay the additional fee just to get the package no procedure or policy for contesting the choice to send it "POSTAGE DUE" instead of putting it in a priority mailing box! I'm sure it was simpler just to stamp "POSTAGE DUE" and get rid of it. I think it should have been boxed and then sent!
30. not always mailed on scheduled day; no consistency to when it is received; no dates stamped on Priority Mail envelope to see when it is actually mailed; when problem in receiving & call made to initiating PO, no one can tell you anything other than it was shipped & date; no way to follow up when not received
31. Mail was not sent every week during the 6 weeks of my stay in even though I get a lot of mail. Sometimes it took 2 wks to be delivered to temp address after it was sent.
32. Usually it took 2 days, but a few times it took 3 days to receive my mail
33. I was assured that the mail would be delivered in two business days. It sometimes takes a week.
34. Pretty much what I expected.
35. The mail is forwarded on Wednesdays but unclear what time of the day. One time when I checked with the local Post Office, the mail had been packaged in the morning (before the day's delivery) but held until the afternoon before being sent out. Also, the mail is manually / handwritten addressed each week leading to a lack of confidence that this will happen consistently each week without error.
36. Was told 2-3 days receipt from mailing. The last week was seventh day. That day was the day before my leaving the temporary address.
37. My regular mail carrier tried to leave mail after the start date and my neighbor had to straighten it out. I have received all of my mail after that.
38. It has been improving each time I use it, so I assume as employees get more used to it they become better at it. It was obvious they had very little if any training on how to fill out forms, etc.
39. We encountered one problem: one week the postal carrier on the receiving side (where we were on holiday) didn't leave the scheduled Priority Mail box at our mailbox. He left a notice card indicating he would redeliver or we could pick it up at the local post office (no reason was checked as to why - perhaps he thought we were no longer there). We left a note for him to leave it at our mailbox. Instead of receiving the box on Friday we received it the following Monday

40. Not all magazines were mailed on a timely basis
41. was not shipped at predictable intervals, did not arrive for 7 or more days, did not believe all mail was being forwarded
42. I paid for an entire year but received mail sporadically and sometimes only monthly with mail that had been sitting for the past month. when I would call to inquire with the local post office I would always get the runaround and transfer. No one ever seemed to be responsible for the problem
43. we were led to believe it would come on the same day each week but it hasn't. the first week was sent on the second week we were gone. they said it would be sent on wednesday and we received it on friday which was good, but since then its either received on friday, saturday or mostly monday.
44. n/a
45. Last year twice the mail got delivered to my mail box in Ct. There was a temp that did not forward right. Other than that it has worked ok.
46. I didn't know it would only be once per week. To be more accurate, I didn't understand that clearly. I can't say no one told me, I just didn't understand it.
47. One employee should be responsible with forwarding and printed labels should be made using the customers' exact address instructions.
48. My mail was not delivered the week of Thanks Giving. I paid for it to be delivered every week and one week was missed.
49. It was pretty much as it was described. We did experience some small delays during the holiday rush
50. N.Y. P.O. did not dispatch mail packages in the timely fashion as contracted. We contracted for 4 weeks, and 2 out of three were many days late, and made me so concerned each week that I was regularly calling the P.O. , and lost my sense of confidence in the US Postal Service.
51. The first time I used the service there was confusion at the end of the time period. My mail was held and not forwarded at all. I could not get any information online or on the phone. The most recent time was handled much better.
52. not timely
53. Service was requested for 5 weeks. The first 3 weeks were on schedule, mail received on Friday. The 4th week we received no mail delivery. The 5th week we received mail mid-week (our 4th delivery). Because of the delay in delivery, our temporary address was only valid through the day of our 4th delivery as stated on the enrollment form and the service was to terminate on that date. We were contacted by phone after our service termination date to provide an address for the 5th delivery, which we did receive.
54. Current forwarding has been consistantly excellent. In the past, there were inconsistant delivery days a few weeks. Overall, I am very satisfied with service.
55. Mail was not delivered as quickly and delayed during Holydays.
56. I recieved many of my neighbors mail
57. I was suppose to receive the mail by Saturday or sooner. To date, three(3) envelopes of the first six(6) were not received until Monday. The cost has more than doubled and the service has slipped.
58. N/A
59. I paid for PFS for (4) four weeks based on mail to ship on Wednesdays and to receive on Friday or Saturday. This is what I was told. Two of three weeks, we received our mail on Mondays. Because of this, I called to hold the last shipment because we did not want to take the chance that the mail would not arrive by Friday or Saturday since we were at our permanent address on Monday.
60. Length of time for delivery is 3-4 days instead of 2-3.
61. took 3 days to get mail last week
62. One week we received nothing. We were waiting for checks and bills so it was upsetting. The rest of the weeks we got the mail in 2-3 days.
63. The first year there were problems with the starting date of actual delivery and the agreement. This year deliveries have been consistent.
64. Almost every other week, I receive someone else's mail.

65. Last year when we did the premium forwarding, the mail carrier managed to send other people's mail. Other than that, this year there were no other household's mail in ours.
66. One week the mail did not come and it would arrive inconsistently either Thursday, Friday, or Saturday
67. Did not receive the second weeks mailing. Service was cancelled in error by origin post office
68. Late not deliver on a Friday. It came on Monday.. If their was a problem is should have been deliverd Saturday.
69. Some mail still delivered to original address. Would still be there if wife had not traveled theu on family business. Phone call to the post office sugests that carriers, probably substitutes, were not folowing protocols when separating mail for delivery. The regular carrier knows we are not home.
70. no difference
71. This service was described as high-priority two-day service. The service was not consistently two days.
72. Delivery was very inconsistent.
73. My mail only had to go 80 miles from the originating post office to my temporary address. The mail was sent on Weds and I never received it before Friday and most times on Sat and some times the following Monday and one time it was Never sent and I had to go the post office to get it!
74. It didn't actually work for several weeks (weeks that I paid for, by the way), necessitating a neighbors intervention and multiple phone calls to the post office.
75. Mostly good but having to call the home post office to see where our mail was is a bit disapointing
76. We are not happy with not knowing whether our forwarded mail will be delivered Fri. or Sat.
77. USPS missed last delivery and had to modify the receiving location.
78. It was just as I understood it to be.
79. Delivery was not ALWAYS on the same day/time.
80. Slow at the beginning, then very good.
81. n/a
82. One week I had to call to remind them to send it
83. Winter deliveries have had problems due to weather
84. OK
85. The first time I signed up for the service, I did not recieve the mail. I contacted my Post Office and discovered that the zip code was incorrect on the package (although I had it correct on the form). She assured me that it should only be a few days late. It took 2 weeks to recieve the first 2 packages. The zip was never changed, but we did eventually recieve everything.
86. Poor Service!!! Still waiting!
87. Some weeks mail arrives in 2 days, others in 3, but overall, very good service, even though some weeks I receive a yellow slip, as if my box were full, so I wonder if all my mail has made the shipment.
88. The first scheduled weekly mailing was not done but subsequent mailings were.
89. a week was missed because the person responsible for handling was on vacation. Another time there was a delay on startup.
90. 2 or 3 times the mail was forwarded to the wrong address (correct street but wrong house number). the mail is supposed to be forwarded from each Wednesday and reach me in each Friday. sometimes it arrives on Saturday (ok) but once or twice not until Monday or even Tuesday.
91. In one of the start ups the main person handling the Forwarding service was ill. I had to call to get the service started. After that initial failure the service has been fine. at the facility is excellent.

Q. 11 How would you suggest the *delivery of mail to your temporary address* using U.S. Postal Service Premium Forwarding Service could be improved?

1. SUGGEST HELD AT POST OFFICE. WHAT IF I DIDN'T HAVE RELATIVES CLOSE BY?
2. Really, this is a very important and much appreciated service. We live in _____ months of the year and this service has been wonderful. The ONLY suggestion or request is to somehow limit or eliminate the "third class" mailings. While our mail is being forwarded it would be better not to receive a large bundle of mail with 50% + being 'third class' mailers and catalogues which we just throw away because they are not very relevant in _____. THANK you for the Forwarding Service.
3. All post offices should know about the service and be able to implement it.
4. If it could be predicable, that would help. Expect it every Saturday.
5. We got mail that did not belong to us and we had to send it to the proper owner. This was a bit of a hassle because I had to buy a larger envelope and take it to a post office to mail. We have had our mail forwarded in the past and it did not work very well. This year was much better but the cost seems much too high.
6. Arrive each week.
7. No improvement necessary.
8. Delivery of all of our mail
9. It would be nice if the collecting agent would not put fliers and other junk mail into each daily package.
10. A more alert delivery person to our PO Box (to a substation box) would be a help.
11. Clarify Item 9 for the user. My understanding was that ANY amount of mail was covered by the \$10.40 weekly fee, unlike the previous twice per week system; i.e. the P.O. would just use a bigger box to forward ALL the mail, as necessary.
12. Please see above note.
13. why can't it come right to me. how long does it sit in _____ waiting to come to _____?
14. Do it in timely manner. Send all mail even if extra postage required. _____ PO seems to do it at random times.
PO delivered to wrong address - neighbor had to bring it over.
15. see previous notes
16. Reduce multiple forms for each temp address.
17. Tracking

18. Not sure, it doesn't arrive on the same day every week.
19. Twice a week delivery!
20. Faster service
21. delivery same day each week
22. Provide Delivery Confirmation with this program or allow me to purchase Delivery Confirmation for this program.
23. My only comment is that the service work as it should, all the time.
24. I would rather enroll online.
25. The forwarding by the local postmaster was flawless. We elected to forward to general delivery in several cities as we travelled. Unfortunately the MAIN post office in a city is not necessarily the branch receiving general delivery mail. The branch receiving general delivery mail should perhaps be defined on your website for each city. For us it would avoid lost mail, as our mail travelled around for two weeks or until we' left.
26. We would like to apply on-line, now that we know more about the system.
27. Making this service available at ALL postal locations or even to all legitimate mailing facilities, including other commercial mail-receiving locations.
28. Be 100 percent reliable.
29. Fine the way it is now.
30. More concientious handling.....
31. The service worked just fine for us.
32. More than one shipment per week.
33. stamp date mailed on envelope; some way to track lost or late shipments
34. Fine, as is.
35. Find out why zip did not deliver the box when they got it. It obviously was not handled as a priority or first class.
36. End of service instructions are confusing, and hard to figure when to end. Possibly more clear info on how long the last shipment would take.
37. Better cooperation by the Postal service on the temporary end
38. Nothing, other than the time it takes to get there, as I have previously noted.
39. Since it only costs a little over \$8 to send in the mailers that you can fill regardless of weight, why do we have to pay \$10.40 for prem.? The forwarded mail is just sent in a plastic bag no bigger than the \$8 box. Enrollment fee too steep also.
40. The startup did not work - After two weeks without receiving mail I had to call the Post Office to get them to send the mail. Not sure what the problem was. The mail is manually addressed and the weekly tracking is manual on the back of the form. This should all be computerized, especially the mailing label. I can print barcoded exact mailing labels with postage at home so it seems a bit absurd that the Post Office itself is manually addressing.
41. Everything is good so far. I received a telephone book for my house in Illinois. It was not necessary to forward that to Florida
42. Gaurantee 2-3 day delivery
43. There is no way to track the package once it is shipped from my home post office. I would suggest that packages be tracked through the system so a foolow up could be initiated if it is not received at the ususal time.
44. more training. Some of my friends think the cost is to high to use when I mention it.
45. I would hope that USPS would allow more than one address for forwarding. For instance, 6 weeks at one address and then allow mail to be sent to a second address. That would allow us who live in RVs to move between campgrounds and still be able to receive our mail. Overall, however, we are very pleased with the service and the personnel in our local office who handle our forwarding. The delivery is always timely, and we have had no problems in two separate years (three months

each) using the service.

- 46.** Exclusion of junk mail, if at all possible.
- 47.** no longer use it
- 48.** Could be more timely. Some weeks the delivery comes a day later than expected.
- 49.** clear instructions
- 50.** NA
- 51.** you realize this was last year? If you used flat rate envelopes, stop doing that - they do not move through the system efficiently, for 10.40/wk send minimum 2 smaller shipments/wk to keep up a more timely mail flow
- 52.** Ship twice a week
- 53.** Offer other options to the weekly delivery, such as biweekly, etc...
- 54.** don't ship junk mail
- 55.** Seems it could be faster, and I had to have it sent to my son's POB rather than have it held for my pick up (no home delivery in Colorado and new POB's impossible to get). Would like to be able to pick up myself without a POB.
- 56.** next day service
- 57.** I would like to have a choice as to which day it is mailed to me. My temporary address I cannot get my mail on Saturday and I then have to wait until Monday which makes my mail really delayed getting to me. I cannot understand why it does not reach me by Friday as it does some weeks but not others. If I could request another day other than Wednesday my mail could reach me in a timely manner.
- 58.** It would help if it was mailed in a timely manner each week. we have received a neighbors mail on two occasion with our mail, I forwarded it to them.
- 59.** See first comment.
- 60.** Very Satisfied
- 61.** See above note.
- 62.** Twice my mail has gone to the wrong address. The first time, part of my mail was in someone else's package. The second time, this week, my entire week of mail went to someone else. Luckily, both times my mail was sent to someone I knew, so I did manage to eventually get it. The person sorting and packaging the mail needs to be more careful with the process.
- 63.** Mail delivery is fine. I have no suggestions.
- 64.** Continue to stay as it is now.
- 65.** Have the mailing from the local P.O. be sent out at the time arranged every week, instead of irratically.
- 66.** problem is in receipt of mail, never know if it will be overnight, 2 days or three days
- 67.** cheaper
- 68.** It is OK as is! Leave it so!
- 69.** Satisfactory as it is now.
- 70.** I am happy.
- 71.** I think the weekly rate is too high. I can understand a enrollment fee and possibly a fee per week to cover postage but I feel the total per shipment is a little excessive, especially for people who are away 3 or more months.
- 72.** Find method to have consistant delivery.
- 73.** Delivery is now excellent.
- 74.** I dont know
- 75.** Meet your service level goals and reduce the \$10.40 cost by 50%.

76. We don't have problems with the forwarding service but we do have problems with our service in Utah @
Our current mail carrier is delivering our mail to other addresses and we are receiving our enighbors
mail. This nappens about once or twice a week and some of the mail has been very important and confidential. We have
No idea if we are receiving all of our mail because it is misdelivered in Salt Lake. This has been a problem for 3 or 4
months.
77. I understand mail can be delayed for unforeseen reasons. I wish I would of been more informed that maybe the mail would
of taken more time to arrive. Our mail was forwarded from PA to FL. Also I requested a refund at our local P.O. when I
picked up our mail, not realizing I would have to complete a form for this request. I decide to "eat the \$10.40".
78. Mailing labels should be typed. I worry that my temorary address cannot read the handwritten label.
79. shoudnt have t o pay extra for packages we had 2 packages forwae e rded to us for which we had to pay 4 73 each
80. Should be able to state a preference that mail requiring extra postage be held.
81. Nothing at this time.
82. Sometimes the box would come open in transit. After some shipments the shipping PO used clear tape to seal bothe ends
curing the problem.
83. Make sure it is shipped out each week.
84. Better information to substitute carriers on the premium forwarding. When we had delays it appeared that the regular
carrier was not working that day or period.
85. Check to see that I don't receive someone else's mail.
86. Make sure the mail to be delivered is going to the right people.
87. n/a (needs no improving)
88. Make it a consistant deliver time either overnight or two day
89. It has been satisfactory the way it is being done here at the receiving end.
90. don't know
91. Good plan if all follow proceedures.
92. Make sure it is delivered the same day each week.
93. More consistency re the day of receipt. The mail is sent on Wednesdays...sometimes it arrives on Fridays, most times on
Saturdays, occasionally on the following Monday.
94. Get it there in a timely fashion.
95. Stick to a schedule.
96. Good just the way it is.
97. Mail is delivered anywhre from Monday to WEdnesday making it difficult to judge as to when important mail will arrive.
98. it is good for two weeks
99. It should receive a priority staus and never take more than 2 days if within 100 miles of the sending post office. There
should be more than 1 or 2 postal clerks at a post office authorized to handle premium mail forwarding. The time I never
received my mail was due to the fact only 2 people were authorized to do it and they were both OUT that week!!
100. Be sure to ship all mail all the time
101. Our Postman is EXCELLENT and customer oriented!!!
102. no need to improve
103. Live up to the promise to deliver in 2-3 days and credit the client when it does not.
104. Deliver it on Fri. every week.
105. It would be nice if you can somehow reduce the amount of junk mail we receive. Perhaps all the mail that is sent to
"RESIDENCE" address can be eliminated.

- 106.** The weekly charge is way to expensive for the amount of effort the UPS has to contend with. The \$10.40 per week is much more than it should be, baised on the time it would take a worker to package and send me my mail once per week. DH. Assume the average Postial worker wage is \$20.00/hr. It does not take a half hr. of time per week to do this job.It might take 10min.
- 107.** No changes at current time
- 108.** Just don't forget about us.
- 109.** I thought it was all very good.
- 110.** Evceelent at the delivery end, also. The carrier, Jayson, is excellent!!
- 111.** I believe that the initial slowness was due to lack of training, which is to be expected of a new program.
- 112.** Send me an email with a tracking # for each shipment. Unless it costs more to do this, of course!
- 113.** It is great as it is. The cost is signifciant but if we get all our mail then it is worth it. We have found most people don't even know about this service so perhaps you could advertize it more.
- 114.** Ship mail when I enroll.
- 115.** See Above!
- 116.** COST IS THE BIG NEGATIVE.
- 117.** As I said before, being able to sign up on the USPS website (instead of going to the post office).
- 118.** Fine as is...if correct address is used.
- 119.** Nothing, it is a nice service.

Q.15 Please suggest any additional changes you would like to see made to U.S. Postal Service Premium Forwarding Service, or provide any additional comments you may have about the service below.

1. DO AWAY WITH THIS SERVICE
2. Other than the 'third' class, unimportant or 'unwanted' mail I do not have any suggestions. It is a very, very helpful program.
3. I would've liked to actually see it implemented
4. Not so much paperwork. It is a traditional federal form. Need the address from and the address to and the dates. do not need the repetition. Guess you have already eliminated the carbon copies. Fill out the form on-line and put it on a credit card. Then get a confirmation email. Save the trip and the line at the post office.
5. Didn't like paying so much to receive all the junk mail. Most of what we paid \$160 for last year was junk mail and then it didn't always arrive on time. This year a neighbor is mailing us our mail. I weighed some envelopes at the PO self-service scale and bought postage for each envelope. Lots cheaper than Premium Forwarding and we're getting it each week in a timely manner. Our teen-age neighbor is very efficient and responsible.
6. The service is excellent - thank you.
7. Improve consistency and quality of service especially considering the cost
8. Perhaps if enrollment was this way you could solve the forwarded address labels issue I mentioned earlier. If payment/# of weeks was required at the time of first entry what happens if it needs to be extended. Would you notify by email that the end was coming and allow the forwarder to add additional weeks?
9. Make sure USPS Priority package delivery gets sent ahead. This is your service after all.
10. use of services thru internet please!
11. It seemed expensive because in years past a friend has been able to forward the mail and many weeks it cost no more than about \$5.
12. None
13. The service in could not have been better, pays to live in a small town. We had a delay in departure and they helped us out with that. We continued to receive our mail at home until we were able to leave due to medical problems. Couldn't have asked for anything better. We even received a phone call checking on our first shipment start up as the gentleman was on vacation when we were to have had the first shipment sent and he called to check to be sure the records were straight.
14. Just as previous-advise all personnel of rules to limit confusion.

15. I need this service because of traveling so much so when it works correctly it is great. Make initial instructions clearer, provide delivery confirmation and all me to set this up on the internet. For someone like that uses this process several times a year, to \$10 processing fee is too much. Reduce the initial fee or only charge the \$10 once a year...
16. As #14 impls, the service should be available for subscription on the internet and via credit card!
17. The forwarding by the local postmaster was flawless. We elected to forward to general delivery in several cities as we travelled. Unfortunately the MAIN post office in a city is not necessarily the branch receiving general delivery mail. The branch receiving general delivery mail should perhaps be defined on your website for each city. For us it would avoid lost mail, as our mail travelled around for two weeks or until we' left.
18. Again: Making this service available at ALL postal locations or even to all legitimate mailing facilities, including other commercial mail-receiving locations.
19. In the past for Mail Hold, I have used the internet and would prefer to use it for the next time I enroll in Premium Forwarding.
20. No suggestions. At both ends everyone is doing a great job getting the mail to us in a timely manner.
21. See previous comments.....
22. The service was excellent I don't think it needs any changes.
23. more training of employees on how to enroll; very time consuming while they (other tellers help) figure out what to do leads to long lines building up behind you & unhappy customers; excellent service for people who go away for winter but enrolling during holiday time causes dissatisfaction for above reasons
24. Although the website says you may extend your time period, when I contacted the post office where I had signed up, they said they had no way to receive payment for the extension by credit card over the phone. Since I wasn't in my hometown, I had no way to do an extension in person.
25. Just do what you commit to do. Everybody pointed the finger at the other p.o. When my mail was not sent for several weeks and I returned home to , I asked for my \$10 for those three weeks, which I did get. However the p.o. manager was then angry that I was refunded the \$\$. That only added insult to injury.
26. None
27. See comments above. Three issues: The startup did not happen without additional intervention when no mail was received for two weeks. Labels should be printed electronically rather than manually handwritten. Enhancement: Put a properly printed label on the package with delivery confirmation and email the tracking number to me when the mail is forwarded each week. Overall a good service and less likely to lose mail but it needs to be properly automated to achieve reliability rather than depending on manual process at the Post Office each week.
28. Overall it works well for me. I will use it unless the cost would jump over 8% or so.
29. service was too slow
30. The fees seem t increase every year. Is that really necessary? I can understand when postage fees increase, but not otherwise.
31. None
32. I tried regular temporary forwarding of 1st and 2nd class mail this year with similar results. You appear to batch process vs piece process mail with forwarding labels. Not at all timely on the receiving end.
33. Ship twice a week and withdraw postage chages from an advance refundable deposit. Provide for changes of the ending shipping date via the Internet.
34. make available online
35. I would like to see a various or selectable delivery options. weekly, 2-weeks, 3-weeks, monthly, etc...
36. I feel the enrollment fee would be adequate at \$5.00. Also, I feel the \$10.40 fee is too high. You can request a temporary change of address and have your mail forwarded at no charge and the service is as good or better than the premium service. This service requires additional handling of your mail as does holding your mail. I do not mind a small fee, but \$6.00 a week for handling is too high.
37. It would be helpful if there was a way to interact with either usps or our local post office more easily.
38. Deliver twice a week.

39. See above note.
40. Internet signup would be great, as it would eliminate the confusion at the local post office as to how to code the service into their register. This is a valuable service for snow birds, but the person sorting and packaging the mail needs to be more careful. Sending the mail to the wrong address several times makes me question whether the service is really worth it. Particularly in January and February, when you are getting all of the year-end statements/1099s. You don't want that type of information mis-delivered and floating around.
41. Using the internet to enroll in the Premium Forwarding Service would be the only improvement I would suggest.
42. Advise how many weeks you have remaining from time to time and explain how you can extend or shorten the weeks you have paid for
43. I've said it all!
44. The option of once a week or bi-weekly delivery would be more beneficial to myself and others like me who often are at another location for 4, 5 or six months at a time.
45. There needs to be a way to enroll online and be email confirmation that the local postal service has received the information and will process the request on time.
46. The entire service depends on the Post Office that is handling the mail. Small town offices have short hours and no weekends.. Most Postal employees have been dropped on their head at birth so their attitude is less than desirable. And their personality could use some alignment.
47. Satisfactory as it is now.
48. I have none
49. Responses are shown above.
50. Please contact our mail carrier in _____ and explain how important it is to deliver to correct address.
51. A very useful and needed service! Thank You!
52. It would be greatly helpful to be able to trace a shipment that is not delivered.
53. Need for quality control. Received other person's mail (including 1099 and other mail marked important tax information enclosed). Makes me wonder whether I am getting all my mail.
54. Origin Post Office also disregarded the date on the form that indicated when delivery was to start again. Mail was left at our front door in an open, unsecured post office carton 4 days prior to our requested restart date.
55. Even though I said I'd enroll via the Internet, I was very pleased with the arrangement I made at the local post office. The "personal touch" made me feel confident that the job was going to be done right (and it has been).
56. We have been very satisfied with the service to date. Next morning delivery normally or at least 2nd morning. _____ and _____ at _____ OH _____ did an excellent job of explaining, set up and follow through. Peace of mind makes the fee worthwhile. We will use the service again.
57. This is an excellent new service of USPS. In the past I would rather hold mail and not chance losing mail by the USPS forwarding each piece separately.
58. none
59. Premium Forwarding Service shipments should be made trackable with shipping dates clearly marked on the packages.
60. None, the service has been very good and we are still using it for the rest of our stay.
61. On-line sign up.
62. It's a great service in concept but it is very poorly executed by the post office. Clerks need to be more knowledgeable about it and it needs to be consistently reliable. If Fed Ex and UPS can mail to people on a stated day why can't the post office when someone is paying an extra \$10.40 a week to get their mail??
63. Lower the price and ship twice per week.
64. Inform clients about the additional shipping charges for certain types of mail.
65. We were not happy with the normal forwarding process. Things were lost--in one case the sender got a check returned instead of it being forwarded to us. The computer forwarding of bills, tax statements, etc. was very bad.

66. Make it more affordable, it is way too expensive.
67. I feel the service is excellent but I feel the prices are rather high.
68. The postal employees were very ignorant of this service and gave me a hard time. The service did not get recorded or start when I requested it. It was extremely frustrating and I made several phone calls to get it straightened out. Once it was straightened out, the service worked well.
69. No changes, please, in service or costs!!
70. I believe that overall it is a good program.
71. My latest forwarding instructions got mis-filed at the local post office. I had to call and get them to find it. I wish I could confirm that the instructions were in place instead of waiting for the first one to appear and then call.
72. Service at my regular post office has been great. Most problems have been on the receiving end.
73. We think that the actual person who is packing the box is the key and has been wonderful. Very personal touch with a smiley face that lets us know she is right there. We have gotten all our tax information which is essential this time of year so all is well and we really appreciate the program. NOW IF YOU COULD JUST DO SOMETHING ABOUT THE HORRIBLE SITUATION AT THE US POST OFFICE IN . THERE ARE TIMES THERE ARE 20 OR 25 PEOPLE STANDING IN LINE and someone at the counter get up and leave. And now with one person doing Passports it is even worse. I have never seen a Post Office so poorly run!!!!!!!!!!!!!! So frustrating!!!!!! It is the talk and frustration of the town!!!!!!
74. Even with the bad first experience, this service is invaluable for me and I will continue using it. It has been great since then.
75. See Above!!!
76. Some descriptions of service are unclear such as how long periodicals will be forwarded -- there should be no limit.
77. Online enrollment flexibility on shipment dates flexibility of destination option of time sensitive delivery method better training of employees better procedures at local po
78. keep up the good work!
79. Even though I've experienced some problems with it, nevertheless Premium Forwarding Service is the best solution I've found for my personal situation which is that my home is in but I spend 6 or 7 weeks at a time in 14 or 5 times a year. I tried putting a hold on my mail in and having my daughter pick it up once a week while I was gone but that proved even more of a problem for the USPS personnel to administer than PFS. I find PFS expensive but I guess that's the price I have to pay if I want to get ALL my mail while I'm out of town.
80. For me, this is an excellent service as I travel for various projects and am not home too often.
81. Great service

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

OCA/USPS-T1-5:

Please turn to the Second Data Collection Report for the Premium Forwarding Service, April 1, 2006 – September 31, 2006 (Q3-Q4 FY 2006) (Attachment 1 to your testimony). Please explain the statement on page 2, “A distribution of PFS volume (shipments) by zone for FY 2006 was estimated by recording information from over 15,600 sampled application forms.” Please explain the basis for the sampling, including statistical reliability and degree to which the sample is representative of the universe from which it is drawn.

RESPONSE:

Redirected to witness Dawson.

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HOPE TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

OCA/USPS-T1-6:

Please turn to the Second Data Collection Report for the Premium Forwarding Service, April 1, 2006 – September 31, 2006 (Q3-Q4 FY 2006) (Attachment 1 to your testimony). In item 5 on page 2 there is a summary of major issues discussed: the replacement of the previous informal forwarding arrangements, concerns about timely delivery of weekly shipments, concern over the inclusion of Standard Mail in the shipment, concern over the inability to apply from a remote location, and concern over the inability to change the destination address during the service, concern over the lack of an option of additional or fewer shipments per week, and concern over the inability to send PFS shipments to international addresses.

- a. Please quantify the number of customers expressing each type of concern.
- b. Please provide the total number of customers queried as to whether they had concerns.

RESPONSE:

a-b. No major issues were reported, although this interrogatory identifies minor issues that, in the interest of transparency, were mentioned in the data report. However, repetition of issues was infrequent. I understand that responses were not quantified as this interrogatory requests. This was not a quantitative study; it was a qualitative survey that sought to identify issues that concerned customers without trying to assess the relative significance or weight of respective concerns. See also my response to OCA/USPS-T1-3.